



News Release

TCEQ assisting Craft-Turney water customers UPDATE

Investigation continues

FOR IMMEDIATE RELEASE

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Craft-Turney in coordination with the TCEQ is continuing to flush the water distribution system. The TCEQ continues to collect additional samples as needed. These activities will continue, and the **do not use order will remain in place, until all samples of the water are free from presence of the chemicals** (chlorothalonil and methylene bis-thiocyanate) that are found in the fungicide. Preliminary results for the samples collected on Oct. 7, 2018, indicated that the chlorothalonil is still present in a limited area of the system.

The TCEQ and supplier have advised customers in the expanded area to flush their homes. **Customers are being asked to visit [[HYPERLINK "http://www.ctwscorp.com"](http://www.ctwscorp.com)], for instructions on how to flush their homes.**

The TCEQ continues to investigate this incident.

Emergency supply for affected residents

The TCEQ has delivered a total of 48 pallets of bottled water to the utility for use by customers affected by the order. The water is available at the Craft-Turney office at 505 Loop 456 in Jacksonville.

A contractor hired by the TCEQ has set up a trailer with 16 shower stalls at Central Baptist Church, 1909 E. Rusk St., Jacksonville. The shower trailer is now open daily from 6 a.m. to midnight. Also, the First United Methodist Church-Jacksonville at 1031 TX-456 Loop has made its facilities available for bathing and washing dishes between the hours of 8 a.m. and 7 p.m.

For residents' health-related questions

The TCEQ has also coordinated with the Texas Department of State Health Services, which is available to take calls regarding health concerns. Impacted residents can call DSHS, Dr. Heidi Bojes, Ph.D., at 512-776-6351, during regular business hours Monday-Friday, 8 a.m.-5 p.m., local Cherokee County Health Department, Grace Mikhail, at 903-721-4402 or they can reach the Texas Poison Center Network 24 hours per day at 1-800-222-1222. Residents may also contact TCEQ's Tyler office at 903-535-5100 if they have any questions related to this incident.

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